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Verizon FiOS

FiOS for Home

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Fast. Faster. FiOS.SM

High-speed Internet with revolutionary speed.
Want it? Need it? Have to have it?
Sign up today for Verizon FiOS Internet Service.

Can I get FiOS?
Enter your Verizon home phone number
below to find out.

Don't have a Verizon phone number? [Qualify by address](#)

More Links

- [▶ Verizon Internet Security Suite](#)
- [▶ FiOS_TV](#)

How much?

Get breakthrough online speed & one of our best values. Connection speeds up to 15 Mbps as low as

\$44.95/month.

Plus, when you order online your **first month is FREE!**

[See all packages and prices ▶](#)

Richer Internet. Richer you!

Order FiOS Internet online by Dec. 31st and you could win our

Broadband Bucks \$50,000 Sweepstakes!

Plus, MP3 player giveaways every day.

[Learn more ▶](#)

Verizon reminds you to always download legally.

Verizon FiOS Internet Service is provided by Verizon Online and is not available in all areas. Service availability subject to final confirmation by Verizon. Verizon installation required. Acceptance of Verizon Online Terms of Service is required. Minimum system requirements apply. One year term plan required for promotional pricing and free installation offer; available for new residential customers only; if service is cancelled between months 2 and 12, a \$99 early termination fee applies. Qualifying local and long distance plan required for bundle month-to-month pricing and \$69 installation offer. Month-to-month packages without bundle available. No annual commitment required for bundle month-to-month offer and month-to-month without bundle. Equipment provided will be new or a fully inspected, tested and warranted return unit. If service is cancelled within the first 12 months, router provided at no charge must be returned or \$49.99 equipment fee applies. 30-day money-back guarantee applies to Verizon Online charges only. CAT5 or higher grade inside wiring required. The Verizon Online version of MSN® Premium is not Macintosh® compatible. Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed. Applicable taxes apply. Other terms and conditions apply. Valid through 11/30/05. ©Verizon. All Rights Reserved.

Power for services provided on the Verizon FiOS network must be supplied by the customer. Customer is responsible for back-up battery replacement. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network.



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Lightning-Fast Broadband Access

What is it?

Verizon FiOS is the latest in fiber-optic technology. It delivers laser-generated pulses of light, riding on hair-thin strands of glass fiber, all the way to your front door. When FiOS meets your computer, you can get broadband Internet at blazing-fast speeds.

See how
it works

GO!



Now, Verizon FiOS
brings all that capacity and speed
right to your home.



Experience
FiOS

GO!

Experience it!

Experience speed like never before. Forget about time spent staring at progress bars or watching the clock. You'll be flying around the Internet in no time with the speed of FiOS. Buying and downloading feature films and CD-quality audio. Video chatting like it's instant messaging. There's a better Internet out there. It's FiOS.

**FiOS is here to stay - poised to handle the cutting-edge
broadband applications of today and the future.**

Join the revolution.




Can I get FiOS?

Please enter your
home phone number
below.

GO!


Don't have a Verizon phone
number?

Qualify your address



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Packages & Prices

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Calling all creative geniuses. Gaming gurus. Movie junkies. Telecommuting kingpins. Get the life-changing speed of FiOS.

See What We Have For You!

Enter your Verizon home phone number
so we can show you the packages and pricing plan for you

GO!

Verizon FiOS Internet Service - 3 speed options

Maximum Connection Speed*	Monthly Price Range
Up to 5 Mbps/2 Mbps	\$34.95 - \$39.95
Up to 15 Mbps/2 Mbps	\$44.95 - \$49.95
Up to 30 Mbps/5 Mbps	\$179.95 - \$199.95

*Actual throughput speeds will vary. Learn more about [service speeds](#) and our [pricing plans](#).

Order online today and get your first month free.

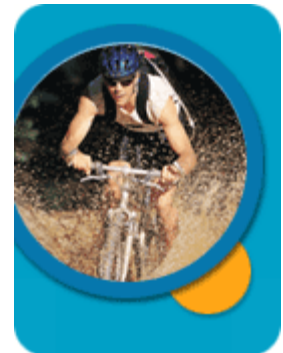
All Verizon FiOS Internet Service packages include:

- 9 e-mail accounts
- 24/7 live technical support
- 30-day money-back-guarantee
- MSN® Premium Internet Software
- Wired router included or upgrade to a wireless router for \$64.99

Verizon reminds you to always download legally.

Verizon FiOS Internet Service is provided by Verizon Online and is not available in all areas. Service availability subject to final confirmation by Verizon. Verizon installation required. Acceptance of Verizon Online Terms of Service is required. Minimum system requirements apply. One year term plan required for promotional pricing and free installation offer; available for new residential customers only; if service is cancelled between months 2 and 12, a \$99 early termination fee applies. Qualifying local and long distance plan required for bundle month-to-month pricing and \$69 installation offer. Month-to-month packages without bundle available. No annual commitment required for bundle month-to-month offer and month-to-month without bundle. Equipment provided will be new or a fully inspected, tested and warranted return unit. If service is cancelled within the first 12 months, router provided at no charge must be returned or \$49.99 equipment fee applies. 30-day money-back guarantee applies to Verizon Online charges only. CAT5 or higher grade inside wiring required. The Verizon Online version of MSN® Premium is not Macintosh® compatible. Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed. Applicable taxes apply. Other terms and conditions apply. Valid through 11/30/05. ©Verizon. All Rights Reserved.

Power for services provided on the Verizon FiOS network must be supplied by the customer. Customer is responsible for back-up battery replacement. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network.



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Internet online
by Dec. 31st and
you could win our

**Broadband
Bucks \$50,000
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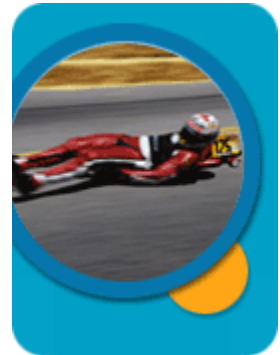
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Can I get FiOS?

Please enter your home phone number below.

GO!

Don't have a Verizon phone number?

[Qualify your address](#)

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FiOS and Speed**1. What is Verizon FiOS Internet Service?**

Verizon FiOS Internet Service is a broadband service designed to provide Internet access with maximum connection speeds of up to 30 Mbps downstream and 5 Mbps upstream, depending on the service selected. FiOS is provided on our state-of-the-art fiber-optic network. The consumer packages include a standard suite of services including access to newsgroups, up to 9 Verizon.net email accounts, MSN® Premium, and 10 MB of personal Web space. Optional services are also available for a fee.

Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed.

2. How fast is Verizon FiOS Internet Service?

Verizon FiOS Internet Service is the fastest and most powerful connection we've ever offered. With FiOS, you have the choice of several packages to meet your needs. We offer downstream connection speeds (the speed that data is transmitted to your computer) ranging from up to 5 Mbps all the way up to 30 Mbps.

Connection speeds are between your location and the Verizon central office serving your location. Actual download and upload speeds will vary based on numerous factors, such as the condition of wiring at your location, computer configuration, Internet and network congestion, and the speed of website servers you access, among other factors. Speed and uninterrupted use of the service are not guaranteed.

3. What is connection speed? How is it different than throughput?

Connection speed is the speed that data is transferred between your computer and the Verizon Central Office during your initial connection to Verizon FiOS Internet Service.

Throughput speed refers to the rate that information is transferred to and from your computer. "Download" or "downstream" refers to the speed at which you receive data from the Internet. Examples of receiving or downloading are reading a Web page, downloading a program, or receiving e-mail. "Upload" or "upstream" refers to the rate that information is transferred from your computer to the Internet. Examples of sending or uploading are sending e-mail or files.

4. What affects my connection speed?

When you connect to the Internet using Verizon FiOS, the speeds that you will experience will vary based on a variety of factors, including the following:

- Configuration of your computer
- Home networking configuration, number of home computers and

other networked equipment using the available bandwidth at the same time

- Network or Internet congestion
- Server and router speeds of the Web sites you access
- Condition of the wiring at your location

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Qualification

1. Is Verizon FiOS Internet Service available on my phone line?

Eligibility for Verizon FiOS Internet Service is based on your service address, not your telephone service. When checking your phone number, we associate it with your address to verify eligibility. You can [check availability](#) for your location here.

2. My neighbor has Verizon FiOS Internet Service, but my phone line doesn't qualify. Why?

Verizon FiOS Internet Service availability is determined based on your individual address, not by your telephone number. You may be served by a different terminal than your neighbor or your address may not be engineered just yet. [Check FiOS availability](#) on this site and if you're not qualified, include your information on our Future Notification Form. We will let you know when FiOS becomes available at your address.

3. Can I change my phone number to get a phone number that qualifies for Verizon FiOS Internet Service?

No. Verizon FiOS Internet Service is based on your service address, not on a telephone number. Service is not available in all areas, but we are continuing to build out our network. You can add your information to the Future Notification Form when you [check if you qualify](#) and we will let you know when FiOS becomes available at your address.

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Requirements

1. Are there computer requirements for FiOS?

Yes. Depending on the speed package you choose, the requirements do vary. We have both minimum and recommended system requirements for each speed and compatible operating system.

2. What is the difference between the minimum and recommended system requirements?

The minimum system requirements are the lowest level of requirements needed to operate your selected speed on your primary computer. The recommended system requirements allow you to optimize your experience with FiOS Internet Service.

3. What type of wiring is needed for FiOS?

Voice services provided on the Verizon FiOS network will use the existing copper wiring inside your home.

Verizon FiOS Internet Service requires CAT5 or higher grade wiring. If you don't have CAT5 or higher grade wiring installed in your home, our technicians will provide that wiring on the day of installation. We do not "fish" walls, however. You may hire someone to wire your home prior to our installation visit if you wish. Our technicians will verify the wiring you have meets our standards on the day of installation.

CAT5 wiring is only needed to connect the computers you will be hooking up via a wired port on your router. We recommend at least one computer is wired, and the installation process will require us to connect the primary computer via a wired connection. Those computers you will be connecting wirelessly do not require CAT5 wiring.

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Equipment and Networking

1. What other equipment is needed for Verizon FiOS Internet Service?

As part of your Verizon FiOS Internet Service, you will select either a 4-port wired or wireless router. Your router will enable you to create a home network so that multiple computers can be online at the same time. Your router also contains special diagnostic software that can help us trouble-shoot and correct problems should you experience trouble with your Internet Service. You will need to use the Verizon router with your FiOS Internet service.

In addition, new equipment will be installed at your home for the Verizon FiOS network. An Optical Network Terminal (ONT) will be installed on the outside of your home, and a battery backup unit will be installed inside your home or garage. The ONT will need to be plugged into an electrical outlet inside your garage or home, so you'll need to ensure an outlet is located close to where the ONT will be installed.

2. Can I hook up more than one computer with a single Verizon FiOS Internet Service connection?

Yes. Verizon FiOS Internet Service offers you the ability to create a home network so that multiple computers can be online at the same time. You will select a router with your order and you will need to use the Verizon router with your service.

3. Will the wireless adapters I have already work with Verizon FiOS Internet Service?

Depending on the speed packaged you ordered, your current adapters may or may not work. We recommend 802.11g adapters for all speeds, and 802.11g is required for both the 15 Mbps/2 Mbps and 30 Mbps/5 Mbps offers. 802.11b adapters will work with the 5 Mbps/2 Mbps offer, but 802.11g is recommended for optimal performance.

If you do not have adapters, need additional adapters or those you currently have do not meet our requirements, Verizon offers both PCMCIA and USB adapters.

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Installation

1. What's involved in the Verizon FiOS Internet Service Installation process?

Prior to ordering your new Verizon FiOS Internet Service, please check to make sure that your computer meets our [system requirements](#). Our system can verify or you can print instructions on how to manually check all of your computers. When you place your order for FiOS Internet Service, you will schedule an appointment time for a Verizon technician to come to your home to conduct the installation process.

Depending on your location, we may need to bury the new fiber cabling from our area terminal to your home. This will typically take place prior to your installation date, and you are not required to be present for this portion of the installation.

On the day of installation, our technicians will need to install an Optical Network Terminal or ONT onto the outside of your home if one doesn't already exist. As a safety feature in case of a power outage, the ONT is equipped with a battery backup unit that will be installed inside your garage or home.

Our technician will also install special data wiring, if necessary, called CAT5e, and any required wall jacks, along with installing and configuring your router on your primary computer.

2. How long will it take to install my new Verizon FiOS Internet Service?

Installation time can vary based on a number of factors, but we recommend that you reserve about four hours for the Verizon Technician to complete the installation of your Verizon FiOS Internet Service. If you have asked for multiple computers to be configured on your order, add an additional 30 minutes per computer. A person 18 years of age or older must be present for the full installation visit.

3. What is included with the professional installation?

Our technicians will do all the outside work, including installing any required network equipment such as the Optical Network Terminal (ONT) and Battery Backup Unit. They will also run Cat5 wire from the ONT to your new router and install a special Ethernet wall jack, if necessary. We do not fish walls, but you may hire someone to come out prior to our installation to wire your home with Cat5 or higher grade wiring if desired.

As part of the installation, we will also activate your service, configure your Verizon Online-provided router and connect and configure one computer. Installation for the primary computer is free with a one-year agreement and \$69.95 with our month-to-month packages. Additional computers can be configured for \$75 each, which includes the connection and set up, as well as any wiring needed. Please ensure your computers meet our [system requirements](#) for the speed package you've ordered prior to your installation date.

4. How will I know when my Verizon FiOS Internet Service is ready?

Your Verizon FiOS Internet Service will be up and running after you complete the registration process on the day of your installation. Prior to leaving, the Verizon technician will ensure you are getting the best performance possible by checking your computer settings and updating them if necessary, along with showing you some of the key benefits of FiOS.

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Features**1. Can I host a Web page?**

Verizon FiOS Internet Service consumer packages include 10 MB of personal Web space. The consumer offers do not permit customers to host any type of server, personal or commercial.

2. Can I access the Internet if I'm traveling?

Yes. Verizon offers remote Internet access (mobility), so when you are away from your primary connection, you can dial-up and access the Internet and your e-mail. Additional charges apply.

3. How many e-mail accounts come with my Verizon FiOS Internet Service?

Verizon FiOS Internet Service includes up to nine Verizon.net e-mail accounts. Multiple e-mail accounts allow other household members to have their own private e-mail accounts or you can have personal and business e-mail accounts. You can set up your additional e-mail boxes with our account management tool.

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Current Verizon Services (Phone & DSL)**1. Does Verizon FiOS Internet Service require installing an additional phone line?**

No. You will not need an additional phone line. Verizon FiOS does not require a phone line to operate.

2. Can I use my fax machine and the Internet at the same time?

Yes. Verizon FiOS Internet Service does not affect your other telephone services and features. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network.

3. Will my current phone features work with Verizon FiOS Internet Service?

Yes. Your current phone features will work just as they do today. Verizon FiOS Internet Service will not affect Caller ID, Voice Mail, or features like Call Waiting. Certain telephones, answering machines and other telephone equipment not meeting industry standards may not work with service provided on the Verizon FiOS network, however.

4. What if I have multiple accounts that I receive separate bills for? Will both accounts be put on fiber?

Yes. If you have multiple billing accounts, please call your local business office to place your order and inform the representative that you have multiple accounts. Placing your order online will not guarantee that all accounts will be migrated to fiber.

5. What will happen if I have multiple phone lines at my home that are on the same bill today? Will all my voice services be put on fiber?

Yes. All fiber-compatible voice services will be migrated to the FiOS network as part of your installation. We will inform you if any of your services are not compatible. If you receive multiple bills for your services at the same location, however, please call your local business office to place your order and inform the representative that you have multiple accounts.

6. I am already a Verizon Online DSL customer. Can I keep my Verizon.net e-mail address?

Yes. You can keep your same e-mail address when you upgrade to Verizon FiOS Internet Service from Verizon Online DSL. During the registration process for FiOS Internet Service, you will need to indicate that you are an existing Verizon Online customer and already have a Verizon Online User Name and Password. By inputting that information, your current account information will migrate to your new FiOS account.

7. I'm an existing Verizon Online DSL customer. How can I upgrade to Verizon FiOS Internet Service?

Once your home address qualifies for Verizon FiOS Internet Service, you can upgrade your service and take advantage of the most advanced applications on the Web today. You will be able to maintain your same e-mail address and other great Internet features.

8. I'm an existing Verizon FiOS Internet Service customer and am moving. How can I keep my Verizon FiOS Internet Service and account?

To learn if you are able to keep your Verizon FiOS Internet Service when you move to a new location, call our Verizon FiOS specialists at the number listed on your Verizon bill for details.

9. Can I use my DSL Modem, Router, or Cable Modem with my Verizon FiOS Internet Service?

No. At this time you need to use the broadband routers provided by Verizon that have been approved to work specifically with Verizon FiOS Internet Service. These routers contain special diagnostic software that can help us troubleshoot and correct problems should you experience trouble with your Internet connection.

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Billing**1. Are Verizon FiOS Internet Service charges in addition to my**

current monthly phone bill charges?

Yes. Verizon FiOS Internet Service monthly charges are in addition to your monthly telephone service charges from Verizon.

2. Is there a money-back guarantee with Verizon FiOS Internet Service?

Yes. Our 30-day money-back guarantee provides that if, for any reason, you are not completely satisfied with Verizon FiOS Internet Service, you may cancel your FiOS Internet Service within 30 days of your installation date and receive a refund for any charges you have paid to Verizon Online. We only ask that you return the router and any other equipment we have given you within 30 days of cancellation to avoid being charged an equipment fee or to ensure accurate credit for equipment you have already purchased.

3. Where on my Verizon bill will I see the charges for Verizon FiOS?

Charges for your voice services will appear in the same place as they appear today. Your Verizon FiOS Internet Service charges will appear on the Verizon Online portion of your bill. If you do not have voice service with Verizon, your credit card will be billed for your monthly FiOS charges.

Verizon FiOS Internet Service is billed one month in advance, so your first statement will include prorated charges for the current month, as well as a charge for the following month.

4. What are the partial charges on my bill?

Monthly charges are prorated according to the number of days you are billed for during your 30-day billing cycle. For example, if you changed speed packages during the middle of your billing cycle, your statement should contain a charge for the old package (according to the number of days in your bill cycle that you were on the old rate plan) and the new package.

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Technical Support**1. What type of technical support is available?**

The Verizon Fiber Solutions Center (FSC) provides live technical support 24 hours a day, 7 days a week. Online tutorials, user guides, frequently asked questions (FAQs), and our extensive online help site are also available.

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